

THE COMPETENT MANAGER PROFESSIONAL CERTIFICATE



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TRAINING CENTER



Introduction

The Competent Manager Professional Certificate Training Course gives managers a structured route to demonstrated competence rather than scattered techniques. Participants work through the managerial role, planning and delegation, performance management, communication, and business awareness as a single integrated standard. The programme uses competency-based assessment so that learners can show what they can do, not only what they know. As a result, participants leave with evidence of applied management capability. Furthermore, the course strengthens judgement, accountability, and the confidence to manage teams and resources with credibility.

The Competent Manager Professional Certificate Course Objectives

- Define the managerial role, its competences, and its accountability boundaries.
- Set goals and cascade objectives with SMART criteria and OKRs.
- Plan workloads with urgency-importance analysis and the Eisenhower matrix.
- Delegate using the five levels of delegation and RACI accountability charts.
- Run performance cycles with one-to-ones, appraisals, and improvement plans.
- Deliver feedback with the SBI model and coach with the GROW model.
- Make structured decisions using decision matrices and root cause analysis.
- Manage conflict and difficult conversations with the Thomas-Kilmann modes.
- Lead change with Kotter's eight steps and the ADKAR model.
- Read financial and business indicators to support managerial decisions.

Course Methodology

- Competency-based sessions built on real managerial scenarios.

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- Workshops on goal setting, delegation, and appraisal practice.
- Group exercises on feedback, coaching, and conflict handling.
- Hands-on practice with SMART goals, RACI charts, and decision matrices.
- Simulation of escalation, resourcing pressure, and team disputes.
- Assessed capstone with facilitator coaching and peer review.

Who Should Take This Course

- Newly appointed managers and team leaders.
- Supervisors moving into broader management responsibility.
- Experienced managers seeking a recognised competence benchmark.
- Professionals managing projects and cross-functional teams.
- Technical specialists taking on people management duties.
- Managers preparing for wider operational or departmental responsibility.

The Competent Manager Professional Certificate Course Outlines

Day 1: The Managerial Role and Competence Framework

- What competent management means in practice.
- Competence frameworks and behavioural indicators.
- Responsibilities to the team, the business, and customers.
- Managing time with urgency-importance analysis and the Eisenhower matrix.
- Planning routines, priorities, and workload control.



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- Self-management, pressure, and personal triggers.
- Case discussion: a manager whose competence gaps stalled a team.

Day 2: Goals, Planning, and Delegation

- Setting goals with SMART criteria.
- Cascading objectives with OKRs from business goals to team goals.
- Delegation and the five levels of delegation.
- Accountability with RACI charts and clear decision rights.
- Assigning tasks with outcomes, authority, and support.
- Monitoring progress without micromanaging.
- Workshop: planning a team workload with clear ownership.

Day 3: Performance Management and Appraisal

- Setting performance expectations and standards.
- Running one-to-ones, check-ins, and appraisal cycles.
- Feedback with the SBI (Situation-Behaviour-Impact) model.
- Coaching with the GROW model.
- Managing underperformance through structured improvement plans.
- Recognition, motivation, and engagement.
- Exercise: conducting a full performance conversation.

Day 4: Communication, Decisions, and Difficult Conversations

- Structured briefing and clear instruction.
- Active listening, questioning, and meeting discipline.



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- Decision-making with decision matrices and multi-criteria analysis.
- Root cause analysis and problem definition.
- Handling conflict with the Thomas-Kilmann conflict modes.
- Managing difficult conversations and escalation limits.
- Simulation: resolving a team conflict and a contested decision.

Day 5: Leading Change, Business Awareness, and Assessment

- Leading change with Kotter's eight steps and the ADKAR model.
- Communicating change and managing resistance.
- Building team capability and succession.
- Working across functions and managing upwards.
- Reading basic financial and business indicators.
- Continuous improvement and personal development planning.
- Assessed capstone: presenting a personal competence and team plan.

Conclusion

By successfully completing The Competent Manager Professional Certificate, participants will gain an integrated command of planning, delegation, performance management, and decision-making. They will acquire skills in goal setting, appraisal and coaching, conflict handling, and change leadership, all evidenced through applied assessment. Gentex Training Center designs the programme to help managers perform with judgement and accountability.





FAQs

Q1 What is the "The Competent Manager Professional Certificate" course about?

It gives managers a structured route to demonstrated competence rather than scattered techniques. The course spans the managerial role and competence framework, goals and delegation, performance management and appraisal, communication and decisions, and change leadership with business awareness.

Q2 What are the key benefits of the "The Competent Manager Professional Certificate" course?

You gain a recognised benchmark for management competence, evidenced through applied assessment. The course improves planning and delegation, sharpens appraisal and coaching practice, strengthens decision quality, and gives managers the confidence to handle conflict and change without constant escalation.

Q3 What skills will I gain from the "The Competent Manager Professional Certificate" course?

You will develop four core skills: planning, prioritisation, and goal setting, delegation and accountability management, performance management with appraisal and coaching, and communication, decision-making, and conflict handling.



Q4 What tools, methods, or standards are covered in the "The Competent Manager Professional Certificate" course?

The course covers competence frameworks and behavioural indicators, SMART criteria, OKRs, urgency-importance analysis and the Eisenhower matrix, the five levels of delegation, RACI charts, one-to-one and appraisal routines, structured improvement plans, the SBI (Situation-Behaviour-Impact) feedback model, the GROW coaching model, decision matrices, multi-criteria decision analysis, root cause analysis, the Thomas-Kilmann conflict modes, Kotter's eight steps, the ADKAR model, and basic financial and business indicators.

Q5 How is the "The Competent Manager Professional Certificate" course applied in real-world practice?

Participants apply it to real work such as running an appraisal cycle, delegating a project with clear ownership, handling an underperformance case, and leading a team through a restructuring. The same methods support business reviews and personal development planning.